

ABSTRACT

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Advisor : Siswanto. SE., M.Si

Key words : Job Stress, Performance

The banking world has a lot of competitors in this current era of globalization both conventional and Islamic banking. Competition of the vision and mission to provide the best service to customers will increasingly take demand whether due to the target of date, work quality and quantity of work that must be met by employees to be able to achieve the objectives of the bank. Bank Muamalat Indonesia Malang branch will make a variety of human resource management systems that exist within the company so that employees are expected to work in accordance with what the bank regulation.

The purpose of this study is to determine and examine the effect of work stress on the performance of employees in the Bank Muamalat Indonesia Malang Branch. This research is an explanatory research. It uses survey research methods. The sampling in this analysis by total of 33 respondents with using data collection techruquest by questionnaires, interviews and documentation. While the analysis of data is by using multiple linear regression analysis.

Based on the analysis, it can be determined that job stress simultaneously affects the performance of employees by the significance of $0.000 > 0.05$. Partially the significance of variables (X1) The individual is 0.000, (X2) Group rate is 0.048, (X3) Organization rate is 0.049, and (X4) Non-work is 0.009 level, all of the variables are in a significance of less than 0.05 so that it can be said that simultaneously and partial stress and work affects employees' performance. And the most dominant independent variable is variable (X1) individual rate with a significance level of 0.000.